

HWAM Five-Year Extended Warranty

Congratulations on the purchase of your new HWAM wood-burning stove, zero clearance fireplace, or fireplace. All of our products are of high-quality craftsmanship, manufactured with first-class materials and subject to a thorough quality control process. That is why we are convinced that you have purchased a product that will function problem-free for many years to come. Should a problem arise, however, you are naturally guaranteed the best possible service available.

HWAM A/S provides an extended, five-year right to submit claims from the date of purchase. You must save your original receipt with purchase date as proof of the date of purchase.

Extent

The Warranty covers the basic construction of the stove, Insert, or fireplace such as panel components, welding, etc., and includes components which must be replaced or repaired in accordance with HWAM's evaluation. Wearing parts are not covered by the Warranty.

The Warranty is given to the first buyer of the product and cannot be transferred.

The Warranty is only valid in the country to which the product was originally delivered.

Shipping and handling expenses incurred when sending the stove, insert, or fireplace or individual parts for replacement or repair will not be covered by HWAM A/S.

Limitations

Certain things are not covered by the warranty, and the right to invoke the Warranty may lapse if the stove, insert, or fireplace is not maintained and operated in accordance with the instructions. Among other things, this applies to the following:

Faults or Damage Arising through:

- Incorrect fitting, installation or connection of the stove, insert, or fireplace.
- Incorrect operation, incorrect use or misuse of the stove, insert, or fireplace.
- Fire, accidents or similar situations.
- Repairs carried out by others than HWAM A/S or authorized distributors.
- The use of spare parts not manufactured by HWAM A/S.
- Lacking or inadequate service and maintenance.
- Changes made in the product or its accessories in relation to the original state and construction of the stove, insert, or fireplace.
- Construction modifications made to the wood-burning stove, insert, or fireplace.
- If the serial number of the stove, insert, or fireplace has been damaged or removed.
- Deterioration of wearing parts and moving parts.
- Corrosion.
- Transport costs.
- Transport damage.
- Costs in connection with any dismantling and reassembling the stove, insert, or

- fireplace.
- Extra costs of any kind and any consequential damage that may occur.

Surface Treatment

If the paint is defective, this should become apparent after the first few firings. In other respects, no claims will be accepted related to the paint.

Wear Parts

A number of parts of your wood-burning stove, insert, or fireplace are designated as wear parts and are therefore not covered by the Warranty. Wear parts include:

- Heat insulating material. Either fireproof stone or special panels made of vermiculite (Skamol).
- Smoke deflection plates.
- Glass.
- Gaskets.
- All moving parts.

Damage to wearing parts will only be covered by the warranty if the buyer can show that the damage was present when the stove, insert, or fireplace was delivered.

Service & Maintenance

We recommend that you maintain the wood-burning stove, insert, or fireplace and comply with the recommended inspections called for in the user instruction manual. This will help to ensure that the product functions problem-free.

Claims

All claims must be directed to the dealer from whom the wood-burning stove, insert, or fireplace was purchased. HWAM A/S does not accept claims directly from the end-user.

Unwarranted Claims/Service Calls

Before registering a claim, you should inspect your HWAM wood-burning stove, insert, or fireplace for possible faults that you yourself can rectify; consult the user instruction manual as needed.